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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|--|-------------|----------------------|---------------------|------------------|
| 10/051,377 | 01/18/2002 | Douglas F. Reynolds | 8285-456 | 6995 |
| 757 | 7590 | 05/19/2004 | EXAMINER | |
| BRINKS HOFER GILSON & LIONE P.O. BOX 10395 CHICAGO, IL 60610 | | | BUI, BING Q | |
| | | ART UNIT | | PAPER NUMBER |
| | | 2642 | | 12 |
| DATE MAILED: 05/19/2004 | | | | |

Please find below and/or attached an Office communication concerning this application or proceeding.

| | | |
|------------------------------|------------------------|---------------------|
| Office Action Summary | Application No. | Applicant(s) |
| | 10/051,377 | REYNOLDS ET AL. |
| | Examiner | Art Unit |
| | Bing Q Bui | 2642 |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 30 April 2004.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-10 and 12-24 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-10 and 12-24 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

| | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ . |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____ . | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| | 6) <input type="checkbox"/> Other: _____ . |

DETAILED ACTION

1. Claims 11 and 25-26 have been canceled, thus claims 1-10 and 12-24 are pending for examination.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-6, 9-10, 12-14, 16-22 and 24 are rejected under 35 U.S.C. 102(e) as being anticipated by Manuel et al (US Pat No. 6,574,323), herein after referred as Manuel.

Regarding claim 1, Manuel teaches a method for processing a call from a calling telephone station, the method comprising:

- (a) receiving information transmitted from a user at a telephone station, wherein the information comprises an indication of the user's language preference (see col. 3, Ins 50-64);
- (b) storing an indication of the user's language preference (see col. 3, Ins 50-64);

- (c) generating a query in response to a terminating attempt trigger that is activated upon receipt of the call (see col. 5, Ins 16-20 and col. 7, Ins 47-65);
- (d) accessing the stored indication of the user's language preference in response to the query (see col. 7, Ins 47-65 and col. 11, Ins 8-23); and
- (e) providing routing information based on the stored indication of the user's language preference (see col. 3, Ins 50-64).

Regarding claim 2, Manuel further teaches the method of transmitting the query from a switch to a processor (see col. 5, Ins 16-20 and col. 7, Ins 47-65).

Regarding claim 3, Manuel further teaches the method of performing a database lookup (see col. 5, Ins 16-20 and col. 7, Ins 47-65).

Regarding claim 4, Manuel further teaches the method of providing routing information based upon predetermined logic instructions (see col. 5, Ins 16-20 and col. 7, Ins 47-65).

Regarding claim 5, Manuel further teaches the method of transmitting the routing information from a processor to a switch (see col. 5, Ins 16-20 and col. 7, Ins 47-65).

Regarding claim 6, Manuel further teaches the method of (d) routing the call to a predetermined destination in response to the routing information (see col. 3, Ins 50-64).

Regarding claims 9-10, 16 and 24, Manuel teaches the step (e) comprises routing the call to a predetermined call center in response to the routing information,

wherein the call center implements a language associated with the language preference that is associated with the calling telephone station (see col. 3, Ins 50-64).

As to claim 12, it is rejected for the same reasons set forth to rejecting claim 1.

As to claims 13 and 20, they are rejected for the same reasons set forth to rejecting claim 1 above, since claims 13 and 20 are merely a system for implementing the method defined in the method claim 1.

Regarding claim 14, Manuel teaches an originating switch coupled with the terminating switch, the originating switch being operable to receive the call from the calling telephone station and route the call to the terminating switch (see Fig 1).

As to claims 17-19, they are rejected for the same reasons set forth to rejecting claims 3-5 above, since claims 17-19 are merely a system for implementing the method defined in the method claims 3-5, respectively.

As to claim 21, it is rejected for the same reasons set forth to rejecting claim 6 above, since claim 21 is merely a system for implementing the method defined in the method claim 6.

As to claim 22, it is rejected for the same reasons set forth to rejecting claims 1-6 and 11-12.

Claim Rejections - 35 USC § 103

4. Claims 7-8, 15 and 23 are rejected under 35 U.S.C. 103(a) as being unpatentable over Manuel '323 as applied to claims 1, 13, 20 and 22, and further in

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view of Caccuro et al (US Pat No. 5,440,615) cited by Applicant, herein after referred as Caccuro.

Regarding claims 7-8, 15 and 23, Manuel fails to teach the step (e) comprises routing the call to a predetermined interactive voice response unit in response to the routing information, wherein the interactive voice response unit implements a language associated with the language preference that is associated with the calling telephone station. However, Caccuro teaches the method of routing the call to a predetermined interactive voice response unit in response to the routing information, wherein the interactive voice response unit implements a language associated with the language preference that is associated with the calling telephone station (Abstract and col 7, Ins 21-43). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to include the method of routing the call to a predetermined interactive voice response unit that implements a language associated with the language preference associated with the calling telephone station, as taught by Caccuro, into the call processing system of Manuel in order to provide more efficiency in serving a variety of customers.

Response to Arguments

5. Applicant's arguments filed on Apr. 30, 2004 have been fully considered but they are not persuasive.

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Applicant mainly argues that Manuel fails to teach the method for receiving information transmitted from a user at a telephone station, wherein the information comprises an indication of the user's language preference.

Examiner respectfully disagrees for the following reasons:

In accordance with Manuel's teachings (see column 3, lines 50 – 64), during a call made by a calling party (e.g., telephone user) to a service order processing system, the information indicating the calling party is a hearing impaired or non-English language speaking is obtained and stored in a calling party Call Processing Record (CPR) database for subsequent use. Thus, in response to an inbound call made by the calling party, the CPR associated with such calling party is retrieved the inbound call is routed in accordance with information or indication stored in such CPR. As it can be seen, Examiner found no difference between Manuel's teachings and claimed feature cited above.

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui whose telephone number is (703) 308-5858. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

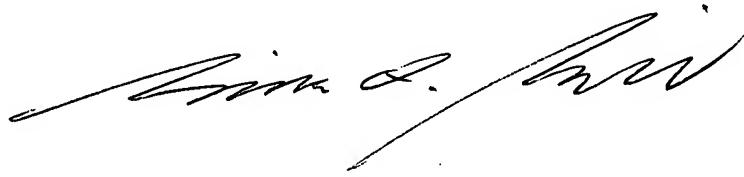
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306 and for formal communications intended for entry (please label the response

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"EXPEDITED PROCEDURE") or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-4700.

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Bing Q. Bui
Primary Examiner